

The Government of the District of Columbia  
Office of the Chief Financial Officer  
Office of Tax and Revenue  
**Problem Resolution Office**

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**Chief, Problem Resolution Office**

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# PRO'S VISION & GOALS

The Problem Resolution Office (PRO) serves as an independent office within Office of Tax and Revenue (OTR) to address **complex** and **unique** tax problems that clients have been unable to satisfactorily resolve within a reasonable time frame through normal contacts.

We assist in the protection of taxpayers' rights by ensuring that the administration of our tax policies and practices are consistent, fair and equitable.

We work with all administrative areas to restructure departmental processes and procedures which may have created or contributed to legitimate problems for taxpayers.



# PRO'S VISION & GOALS cont'd

- To review and resolve taxpayers' complaints relating to any OTR issues while delivering superior customer service
- To negotiate and resolve complex and /or unique tax problems
- To appear before or to intervene in proceedings before OTR on behalf of the general public or taxpayers
- To fully advise taxpayers of their rights under DC tax laws and regulations



# How Cases Are Referred To PRO

- DC Council Members and their staff (**Liaison Role**)
- Office of the Mayor
- Chief Financial Officer
- Deputy Chief Financial Officer
- OTR Administration
- Tax Practitioner Community



# Types Of Taxes & Cases Handled By Problem Resolution Office

## **TYPES of TAXES**

**Individual Income**

**Business**

**Real Property**

**Fees & Related  
Services**

## **TYPES of CASES**

- **Cases involving hardship**
- **Cases involving unusual delay**
- **Resolution of systemic problems**
- **Elected Official Referrals**



# What Can You Do For OTR/PRO?

- **Information required when corresponding by letter, e-mail or telephone:**
  - **Income:** SSN, Tax Year(s), Name & Telephone Number
  - **Real Property:** Square & Lot, Name & Telephone Number
  - **Business:** EIN, Tax Types, Name & Telephone Number
- **Provide specific taxpayer information in subject line of e-mails to facilitate follow-up**



# ADVOCATE FOR TAXPAYER RIGHTS

## 1.The Right to Be Informed

Taxpayers have the right to know what they need to do to comply with the tax laws. They are entitled to clear explanations of the laws and OTR procedures in all tax forms and correspondence.



# ADVOCATE FOR TAXPAYER RIGHTS

## 2. The Right to Quality Service

Taxpayers have the right to receive prompt, courteous, and professional assistance in their dealings with OTR; to be spoken to in a way they can easily understand; to receive clear and easily understandable communications from the OTR, and to speak to a supervisor about inadequate service.





# ADVOCATE FOR TAXPAYER RIGHTS

## **3.The Right to Pay No More than the Correct Amount of Tax**

Taxpayers have the right to pay only the amount of tax legally due, including interest and penalties, and to have OTR apply all tax payments properly.



# ADVOCATE FOR TAXPAYER RIGHTS

## **4.The Right to Challenge OTR's Position and Be Heard**

Taxpayers have the right to raise objections and provide additional documentation in response to formal OTR actions or proposed actions, to expect that OTR will consider their timely objections and documentation promptly and fairly, and to receive a response if OTR does not agree with their position.



# ADVOCATE FOR TAXPAYER RIGHTS

## **5. The Right to Appeal an OTR Decision in an Independent Forum**

Taxpayers are entitled to a fair and impartial administrative appeal of most OTR decisions and have the right to receive a written response regarding OAHs' decision. Taxpayers generally have the right to take their cases to court.



# OTR CONTACT INFORMATION

Tax Practitioner Hotline (202) 727-1435

Main Call Center (202) 727-(4TAX) 4829

Problem Resolution (202) 442-6348

Collections Division (202) 724-5045

Recorder of Deeds (202) 727-5374



# QUESTIONS/FOLLOW-UP

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What questions do you have ?